

Private and Confidential

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Improving Practice Questionnaire Report

Cedar Practice

March 2014



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04 March 2014

Dear Mrs Haile

This report outlines your patient feedback from the Improving Practice Questionnaire (IPQ). Your results have been illustrated in tables and graphs with associated benchmarks where applicable. Details of score calculation and statistical methods have been provided to help you in the interpretation and understanding of your results. You will also receive an A4 poster summarising your results and a certificate of completion which you may like to display to patients to indicate that you value their views in order to inform positive change within your practice.

If you are carrying out this survey in order to help meet the requirements of the patient participation directed enhanced service (DES) for GMS contract, a guidance template for discussion of these local survey findings and an action plan have been included which may help facilitate discussions with your patient reference group (PRG).

The format of this report has been updated, which we hope will provide you with a clearer picture of performance.

We hope these results give you useful feedback as to how patients rated the practice and its service, and provide you with a basis for reflection. In order to enable us to improve our services we would be grateful if you could complete a feedback form using the following link:

<http://www.cfepsurveys.co.uk/questionnaires/feedback/default.aspx?psid=167232>

Please contact the office on 0845 5197493 or reports@cfepsurveys.co.uk if you require further information about your report.

Yours sincerely



Helen Powell
Survey Manager

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Introduction

About the IPQ

The IPQ is a well-established questionnaire widely used in the UK.

Since 2004, over 3,000,000 patients have completed an IPQ providing valuable patient feedback to over 4,000 practices and over 16,000 health practitioners, many of these practices and health practitioners having completed the survey on more than one occasion.

Extensive published validation studies have established that the IPQ is a reliable and sensitive tool: accurately measuring patient satisfaction in designated areas and is sensitive to change - if the IPQ is carried out on more than one occasion any change in patient perception of service can be clearly and reliably monitored.

This report outlines the feedback that has been collected and analysed from a sample of your patients. Full explanation on how to interpret this information can be found in the report. We hope that this feedback is useful and a basis for reflection.

A sample of the IPQ questionnaire is included at the end of this report for reference.

About the benchmarks

Benchmarks are a useful guide as to how your practice performed in relation to all the practices who have carried out an IPQ survey. Benchmark data provided relates to either all practices or according to practice list size (the practice list size benchmarks displayed in this report are representative of your practice), as we have established this plays a part in scores achieved. However, it should be noted that other factors such as geographical location and clinical setting may also affect scores and benchmarks may not always be truly representative. Furthermore as it is not mandatory for a practice to carry out an IPQ survey, benchmarks provided are effectively based on data collected from a *volunteer* sample. Volunteer samples often perform better than an 'average' sample which could make the benchmarks provided artificially high.

Your feedback

From the report you will be able to clearly pinpoint areas where you scored well and also those areas where you might feel that improvements may be needed. However, it is advisable to take time to assimilate all the feedback and to avoid scanning the report and noting specific scores on which too much emphasis can be placed. In fact, the clearest reflection of patient satisfaction can often be seen in the frequency and distribution of patient ratings and in their written comments.

A page by page guide to the interpretation of your report has been incorporated in the supporting documentation at the end of this report which you may find useful.

Other useful information

Together with your report you will receive:

- An A4 poster: to enable you to share the results of your local survey with the patients in your practice.
- A 'Guidance template for discussion of local findings and action plan': completion of which may help you meet the requirements of the patient participation directed enhanced services (DES) for GMS contract, if required.

Your patient feedback

Your patient feedback

Table 1: Distribution and frequency of ratings, questions 1-28

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	9	17	68	48	31	4
Q2 Telephone access	16	29	70	37	18	7
Q3 Appointment satisfaction	13	23	54	45	36	6
Q4 See practitioner within 48hrs	50	35	35	27	17	13
Q5 See practitioner of choice	15	35	70	20	20	17
Q6 Speak to practitioner on phone	9	31	59	38	22	18
Q7 Comfort of waiting room	6	42	75	31	16	7
Q8 Waiting time	17	49	52	32	21	6
Q9 Satisfaction with visit	1	6	30	60	76	4
Q10 Warmth of greeting	0	6	23	58	86	4
Q11 Ability to listen	1	4	29	52	89	2
Q12 Explanations	1	5	28	63	75	5
Q13 Reassurance	2	5	34	53	79	4
Q14 Confidence in ability	0	5	30	58	82	2
Q15 Express concerns/fears	2	6	38	50	77	4
Q16 Respect shown	0	4	28	50	91	4
Q17 Time for visit	2	12	36	62	63	2
Q18 Consideration	2	5	36	62	64	8
Q19 Concern for patient	2	3	33	62	69	8
Q20 Self care	1	7	38	54	70	7
Q21 Recommendation	1	6	31	53	82	4
Q22 Reception staff	5	19	53	62	34	4
Q23 Respect for privacy/confidentiality	6	19	54	54	40	4
Q24 Information of services	6	17	56	54	30	14
Q25 Complaints/compliments	9	20	52	43	25	28
Q26 Illness prevention	3	18	61	51	25	19
Q27 Reminder systems	7	25	54	38	29	24
Q28 Second opinion / comp medicine	7	17	43	41	20	49

Blank/spoilt responses are not included in the analysis (see score explanation)

Your patient feedback

Table 2: Your mean percentage scores and benchmarks from all participating practices

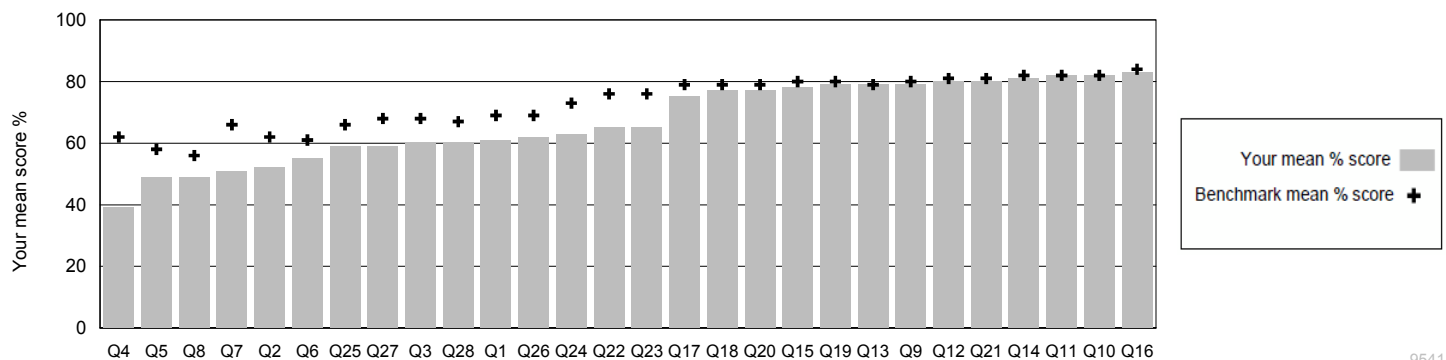
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	61	69	23	64	68	73	92
Q2 Telephone access	52	62	13	53	63	71	92
Q3 Appointment satisfaction	60	68	23	63	68	74	92
Q4 See practitioner within 48hrs	39	62	18	54	62	70	96
Q5 See practitioner of choice	49	58	22	48	57	65	95
Q6 Speak to practitioner on phone	55	61	25	54	61	67	92
Q7 Comfort of waiting room	51	66	27	60	66	71	90
Q8 Waiting time	49	56	25	50	56	62	90
About the practitioner							
Q9 Satisfaction with visit	79	80	41	76	81	85	97
Q10 Warmth of greeting	82	82	45	78	82	86	96
Q11 Ability to listen	82	82	46	78	83	87	97
Q12 Explanations	80	81	42	77	81	85	97
Q13 Reassurance	79	79	41	75	80	84	98
Q14 Confidence in ability	81	82	43	79	83	87	99
Q15 Express concerns/fears	78	80	45	76	81	85	96
Q16 Respect shown	83	84	49	80	85	88	98
Q17 Time for visit	75	79	38	75	80	84	96
Q18 Consideration	77	79	41	75	79	83	98
Q19 Concern for patient	79	80	43	76	80	84	97
Q20 Self care	77	79	38	75	79	83	97
Q21 Recommendation	80	81	41	78	82	86	99
About the staff							
Q22 Reception staff	65	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	65	76	43	72	76	80	96
Q24 Information of services	63	73	29	68	73	77	96
Finally							
Q25 Complaints/compliments	59	66	31	62	66	70	96
Q26 Illness prevention	62	69	34	64	68	72	96
Q27 Reminder systems	59	68	27	63	68	72	96
Q28 Second opinion / comp medicine	60	67	30	62	67	71	96
Overall score	68	73	35	69	73	77	95

Your mean score for this question falls in the highest 25% of all means
 Your mean score for this question falls in the middle 50% of all means
 Your mean score for this question falls in the lowest 25% of all means

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*Based on data from 927 practices carrying out 1,326 surveys between April 2010 and March 2013 with 25 or more responses. Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient ratings per question is achieved (see table 1). In the event that there are less than 5 patient responses for any question, the corresponding score will not be illustrated. Please see the supporting documents at the end of this report for percentage score calculation and quartile information.

Graph 1: Your mean percentage scores in ascending order of performance with benchmark mean scores from all participating practices



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Your patient feedback

Table 3: Mean percentage scores and benchmarks by practice list size (6001-8000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	61	67	48	64	67	71	86
Q2 Telephone access	52	60	28	54	61	67	85
Q3 Appointment satisfaction	60	67	46	62	67	72	87
Q4 See practitioner within 48hrs	39	60	30	53	60	67	86
Q5 See practitioner of choice	49	55	28	47	55	61	84
Q6 Speak to practitioner on phone	55	59	29	53	58	66	84
Q7 Comfort of waiting room	51	64	39	60	65	69	82
Q8 Waiting time	49	54	25	49	55	61	83
About the practitioner							
Q9 Satisfaction with visit	79	80	44	76	80	84	93
Q10 Warmth of greeting	82	82	46	78	82	85	94
Q11 Ability to listen	82	82	46	79	82	86	95
Q12 Explanations	80	81	45	77	81	85	94
Q13 Reassurance	79	79	44	76	80	84	94
Q14 Confidence in ability	81	82	47	79	82	87	95
Q15 Express concerns/fears	78	80	46	77	80	84	93
Q16 Respect shown	83	84	49	80	84	88	95
Q17 Time for visit	75	79	51	76	79	83	94
Q18 Consideration	77	78	41	74	79	83	91
Q19 Concern for patient	79	79	43	76	80	84	93
Q20 Self care	77	78	46	75	79	82	91
Q21 Recommendation	80	81	47	78	82	86	95
About the staff							
Q22 Reception staff	65	75	29	72	76	79	90
Q23 Respect for privacy/confidentiality	65	75	45	72	75	78	88
Q24 Information of services	63	71	29	68	72	75	87
Finally							
Q25 Complaints/compliments	59	65	50	62	66	69	85
Q26 Illness prevention	62	67	36	64	67	71	85
Q27 Reminder systems	59	66	29	63	66	70	85
Q28 Second opinion / comp medicine	60	66	53	62	66	69	86
Overall score	68	72	45	69	72	76	87

Your mean score for this question falls in the highest 25% of all means
 Your mean score for this question falls in the middle 50% of all means
 Your mean score for this question falls in the lowest 25% of all means

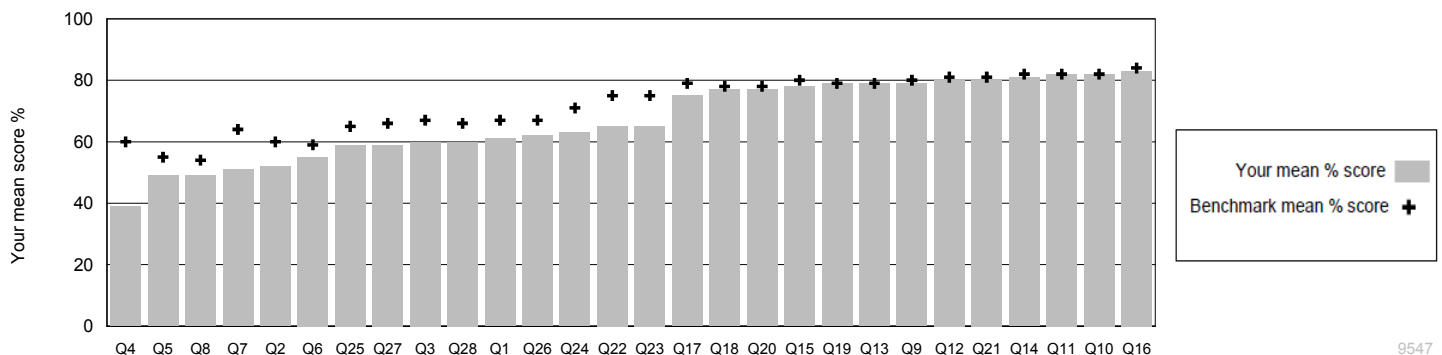
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*Based on data from 171 practices carrying out 247 surveys between April 2010 and March 2013 with 25 or more responses.

Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient responses per question is achieved. In the event that there are less than 5 patient responses for any question, this score will not be illustrated.

See the supporting documents at the end of this report for percentage score calculation and quartile information.

Graph 2: Your mean percentage scores in ascending order of performance with benchmark mean scores by list size (6001-8000 patients)



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Your patient feedback

Table 4: Your patient demographics

Number of patient responses by category, your mean percentage scores and benchmarks by practice list size (6001-8000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Age								
Under 25	13	64	70	44	65	70	75	92
25 - 59	111	67	71	44	68	72	75	93
60 +	42	71	74	43	71	75	78	87
Blank	11	62	70	46	64	70	77	91
Gender								
Female	108	67	72	42	68	72	76	86
Male	55	70	73	46	69	74	77	91
Blank	14	64	71	45	65	71	75	93
Visit usual practitioner								
Yes	87	68	74	46	71	75	78	90
No	60	66	69	38	65	69	73	92
Blank	30	67	71	46	66	71	75	87
Years attending								
< 5 years	61	68	72	53	68	72	76	92
5 - 10 years	28	68	71	38	67	72	76	91
> 10 years	73	67	73	45	69	73	77	85
Blank	15	66	71	45	66	70	77	92

*Based on data from 171 practices carrying out 247 surveys between April 2010 and March 2013 with 25 or more responses.

Demographic category mean percentage scores are calculated from all the ratings from all questions for that demographic group.

Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient ratings per category is achieved. In the event that there are less than 5 patient responses for any question, the corresponding score will not be illustrated.

Please see the supporting documents at the end of this report for percentage score calculation and quartile information.

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Your patient feedback

Table 5: Your current and previous mean percentage scores*

	Current scores	14/01/2013	08/11/2007	10/01/2007
Q1 Opening hours satisfaction	61	60	41	56
Q2 Telephone access	52	57	46	58
Q3 Appointment satisfaction	60	58	46	56
Q4 See practitioner within 48hrs	39	34	39	50
Q5 See practitioner of choice	49	49	39	49
Q6 Speak to practitioner on phone	55	54	39	43
Q7 Comfort of waiting room	51	50	36	43
Q8 Waiting time	49	46	29	32
Q9 Satisfaction with visit	79	79	64	73
Q10 Warmth of greeting	82	83	68	74
Q11 Ability to listen	82	82	67	74
Q12 Explanations	80	80	69	74
Q13 Reassurance	79	79	65	73
Q14 Confidence in ability	81	81	69	75
Q15 Express concerns/fears	78	76	67	75
Q16 Respect shown	83	83	70	77
Q17 Time for visit	75	75	59	66
Q18 Consideration	77	78	63	72
Q19 Concern for patient	79	80	63	72
Q20 Self care	77	78	--	--
Q21 Recommendation	80	80	65	74
Q22 Reception staff	65	66	67	66
Q23 Respect for privacy/confidentiality	65	67	61	70
Q24 Information of services	63	63	60	62
Q25 Complaints/compliments	59	57	46	55
Q26 Illness prevention	62	61	50	63
Q27 Reminder systems	59	61	47	61
Q28 Second opinion / comp medicine	60	61	46	57
Overall score	68	67	55	63

-- no data available, question introduced in October 2009.

*Dates in the table relate to date of application to carry out the survey.

Your patient feedback

All written patient comments have been included in their entirety but details which could identify a specific patient have been removed to ensure anonymity.

Any comments about how this practice could improve its service?

- Staff are very good in what they do but ongoing training will always improve service.
- More feedback e.g. about every 6 months to be given more chance to see a doctor less than 48 hours. Given more chance to see a doctor or nurse of my choice. Length of time to be shortened in the waiting room to see a doctor or a nurse. To be given more opportunity to express my concerns and my fears doctor or nurse has to be more realistic, to form empathy.
- All the staff are good.
- We do understand. Nurses and doctors to their very best to make patients happy and well.
- One have to wait too long. When feeling very ill appointment given is too long you have to wait to see or speak to a doctor, it is a shambles and disgrace.
- Appointments are very hard to get at this centre. You can call at 8am and keep calling to 11 and you still cannot get through on the phone.
- This was my first visit so in some cases questions were not applicable yet - so far the service has been to a very high level.
- Appointments are never kept and at more than one occasion I have had to wait for more than 25 minutes to be attended to.
- My first visit with the doctor was good.
- It is excellent.
- If the government provide more doctors so will be better.
- Get extra doctors and have separate waiting areas for adults and children so that patients can be seen on time.
- The telephone system it's the worst system ever. It is like a cat in the sack. The cat could be small, big, as is the patients condition. When phoning could be minor, medium or major. It need checking. Especially those who doesn't speak the English language and difficult for them to express themselves in English and is difficult for the doctor to understand them.
- I am registered with Cedar practice over 30 years. I am happy with my practice already they are very improved their service. Me and my family we are very happy with the service.
- I see that there is some renovation going on in the reception area. I welcome this.
- I think you should be able to book appointments for less than one week if it is very urgent.
- It is very difficult for elderly and disabled or very poor people to keep phoning to make an appointment on 48 hour process as if the appointments are full on the day you have to repeat the process again and again.
- I feel that some of the staff at the reception need to be more calm, and talk with more respect toward their patient. Be more understanding because it is not nice when you are not feeling well and they speak rudely. Manners are free!
- Have walk in emergency time.
- The phone is often engaged in the morning and appointments go fast. The appointment arrangement system is infuriating and the practice would be easier to access if it partnered with a centre that offers evening and weekend cover. The receptionists vary, some are helpful others impatient and unhelpful.
- Being able to book an appointment sooner than one week in advance.
- Send information to patients when procedures/rules change with the practice. Open Saturdays. Be more friendly on the phone.
- Always excellent service but they are always very busy.
- Less waiting time to see a doctor. Opportunity to see a doctor on a day. The waiting time to see doctors must be shortened.

Your patient feedback

All written patient comments have been included in their entirety but details which could identify a specific patient have been removed to ensure anonymity.

Any comments about how this practice could improve its service?

- Appointment system doesn't work well for me.
- To make it easier to book an appointment.
- Reduce waiting times. Make appointments easier to get!
- I always satisfied by the service I get. There are many GP's near me but I choose Cedar practice.
- Reception staff could be improved appointment system is difficult.
- Appointments are made one week in advance, which is a long wait. Appointments could be made 48 hours in advance.
- I work full time and it's often very hard to book an appointment for a week's time (impossible for same week) - I've had to wait 3 weeks for an appointment in the past - the availability could be improved but otherwise service is excellent.
- More information about how to book an appointment, as it seems to keep changing.
- I don't have any problem with the practice or the doctor's, they are doing a fantastic job, but worried about confidentiality at reception because you've to state date of birth, name etc and when your name is called by the doctors.
- I think that the waiting time for appointments are a bit way off sometimes you can't wait until the following week to see a doctor.
- Good.
- Better waiting rooms.
- Close later. Open phone lines earlier.
- I have never been able to use the current system of calling a week in advance to schedule an appointment to see the doctor successfully.
- An evening surgery once a week. Easier appointment booking (have to call early on a Monday to get one).
- Politeness of reception staff needs improving. It is a very difficult job that they do but some courtesy would go a long way to helping people to feel more relaxed and better. The reception staff are assertive so politeness should be easier for them. I'm not alone in thinking this. One member of staff though is polite and sympathetic. I always feel better when I speak to her on phone or in person.
- It can be hard to get an appointment.
- Weekend appointments on Saturday and Sundays, not just emergency. Not have to wait a long time to see your named GP. Later appointments in the evenings.
- Improve the ease of contacting the practice, it took over an hour to get through on the phone which was constantly engaged first thing in the morning and then all appointments for the day were gone.
- Service has improved and seems to be ongoing.
- Info by email? Online difficulty in making repeat prescriptions for my son. Waiting times sometimes have been very long. Now much improved. Really impressed with speed my children are seen. Reception is outstanding. Waiting area has been dreadful. New one may be better.
- To continue with their good service.
- To create the possibility to make an appointment on the during whole day (not only 12 - 13).
- Waiting time. Appointment to see a doctor.
- When an appointment time is given it would be good to be seen on time rather than 1 or 2 hours later.
- Shorter waiting times.

Your patient feedback

All written patient comments have been included in their entirety but details which could identify a specific patient have been removed to ensure anonymity.

Any comments about how this practice could improve its service?

- More test facilities on premises.
- Booking system - you should be able to phone and book an appointment for the following week/month at any time, not just the morning.
- My first visit to a doctor at this practice. Really good. Better than previous practices I've been to in London. The doctor was great.
- It seems to work very well, so I have no particular suggestions apart from commenting that it will be good when the building work and refurbishment are completed.
- TV in waiting room - BBC News 24.
- Good.
- To close for such a long time at lunch time, should be reconsidered.
- I am in this practice registered over 30 years. They are very improve their service.
- Please reduce the time it takes to see a doctor. This means employing more doctors not overworking the ones you've got.
- Appointment system can be better. Very difficult to get an appointment to see doctor.
- Open earlier. Stay open in the day. Allow you to book an appointment on days other than Monday.
- It takes a long time to see a doctor unless it's something really urgent.
- Shorten waiting times.
- Noise in waiting (mobile phone use).
- Whilst impractical it would be comforting to know that access to its services was available at all times rather than be restricted to "normal" surgery hours e.g. weekend/late evening opening.
- Some of the reception staff show some good level of professional warmth i.e. caring with a smile. Others are a bit stiff face.
- Keep me going until I'm 101! and you will with such good care.

Your patient feedback

All written patient comments have been included in their entirety but details which could identify a specific patient have been removed to ensure anonymity.

Any comments about how the doctor/nurse could improve?

- Very professional.
- First of all doctors should remember to be honourably why they for doctors to take an oath before they start their honourable profession In this case doctors or nurses needs more closer to their patients, given patients more time to express their fear concern and listen to them until patients satisfied with service they've taken. My point of view clinics or practices kindly should give customer service like patient, not treat like 3/4/5 star hotel customers (performances).
- No, not really.
- Not really.
- Treat people with respect and not as a fool when they are unwell.
- The waiting time was long and I was rushed to express myself.
- None - it's great.
- One of the doctors here is very good, very understanding easy to talk to and very helpful.
- I was very happy with the care given to my child by the doctor.
- Change the system to allow the patient to be checked by the doctor/nurse, as it was before.
- My doctor is the best of the best. They are number one for me. They are in front.
- Feel happy with the doctor and their advice! Thank you.
- More practitioners - more doctors more staff.
- The doctor was excellent. No need to improve.
- No. Excellent manner and care always.
- I cannot fault the doctors and nurses here - brilliant service.
- They could try and send some more time and listen to patients instead of dismissing what the patients are saying and telling them that nothing is wrong with them, they're not the one feeling ill or pains.
- Excellent keep it up.
- The doctor is fantastic.
- All excellent.
- Good.
- Be better if I could get in contact with doctor/nurse.
- All but one have been wonderful.
- No they're very good.
- To continue with the support for and help of patients. It is very good. I survived due to this surgery's help.
- The doctor was very kind.
- This practice needs a 6 day per week service. Doctors here are excellent.
- The doctor was extremely useful and kind.
- I have always been treated well here since I returned to this area many years ago.
- Our doctors is number one. Top. I am very happy with my doctor.

Your patient feedback

All written patient comments have been included in their entirety but details which could identify a specific patient have been removed to ensure anonymity.

Any comments about how the doctor/nurse could improve?

- No - very good.
- All doctors and nurses are excellent. Love them all.
- Perhaps be a bit less procedural. This may be achieved if the rush to clear a back log of patients is eliminated.
- By letting me talk or sing, or cross my legs when having my blood pressure taken!
- I have no complaints about the doctors or nurses.

Supporting documents

Supporting documents

Details of score calculation

The score provided for each question in this questionnaire is the mean (average) value of all of the ratings from all patients who completed the question. It is expressed as a percentage - so the best possible score is 100%.

Example using data from your Q1 Opening hours satisfaction

Total number of patients responses = 177

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	9	17	68	48	31	4

Value assigned to each rating	0	25	50	75	100	n/a

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(9 \times 0) + (17 \times 25) + (68 \times 50) + (48 \times 75) + (31 \times 100)}{(177 - 4)} = 10,525/173$$

Your mean percentage score for Q1 = 61%

Explanation of quartiles

In statistics a quartile is any one of the three values that divide data into four equal parts, each part represents ¼ of the sampled population.

Quartiles comprise:

- Lower quartile, below which lies the lowest 25% of the data
- The median, cuts the data set in half
- Upper quartile, above which lies the top 25% of the data

Please note that the benchmarks presented in this report are based on data obtained from a volunteer sample of practices, and as such may be artificially high.

Question	Your mean score (%)
Q1 Opening hours satisfaction	61

Benchmark data (%)*				
Min	Lower quartile	Median	Upper quartile	Max
23	64	68	73	92

9541

*Based on data from 927 practices carrying out 1,326 surveys between April 2010 and March 2013 with 25 or more responses.

Supporting documents

Page by page guide to the interpretation of your report

Page 1

The frequency distribution table (table 1) shows the number of patient ratings from poor to excellent and the number of 'blank/spoilt' responses for every question (a blank response is where a patient did not respond to the question and a spoilt response is where more than one tick box option was chosen or if the questionnaire was defaced). If these values are added up, for any one question, this will equate to the total number of patients surveyed (shown in the top right hand corner of the page). This table clearly shows the degree of satisfaction patients have with each aspect of the practice considered. Please note the spread of the ratings. Are they widely spread or closely packed around one or two specific ratings? One or two higher or lower ratings can make a big difference to your mean percentage scores illustrated in tables 2 and 3.

Page 2

The mean percentage score and benchmark table (table 2) illustrates your mean percentage scores for each question calculated from the data in table 1. Each score is the mean (average) score calculated from valid patient ratings (i.e. not the blank/spoilt responses) expressed as a percentage (see score calculation sheet also in the supporting document section of your report). It has been established by our statisticians that the reliability of your patient feedback for any one question may be marginally reduced if less than 25 valid patient responses is achieved (this number can be determined from table 1). In the event that there are less than 5 patient responses, the corresponding score for the question will not be illustrated.

Your scores have been displayed in colour coded boxes to indicate how your score falls within the benchmark data (within the highest 25%, the middle 50% or the lowest 25% of all the mean percentage scores achieved by all practices in the benchmark sample). The provenance of the benchmark data is provided in the footer below the table.

Graph 1 illustrates your mean percentage scores in ascending order of performance with benchmark means from all participating practices.

Page 3

Table 3 and graph 2 are the same as for page 2, but with benchmarks provided relevant to your practice list size. Evidence indicates that practices with smaller list sizes tend to perform better than those with larger list sizes.

Page 4

Table 4 shows the number of patient responses from each 'demographic' group detailed on the questionnaire i.e. age, gender, if the patient saw their usual practitioner or not and the number of years attending the practice. Demographic category mean percentage scores are calculated from all the ratings from all questions for that demographic group. Associated benchmark mean scores relevant to your practice list size are also provided.

The same criteria concerning reliability of the feedback as explained in Page 2 above applies.

Page 5

Table 5 lists your current scores for each question together with scores from your last 3 surveys (if applicable) for comparison.

Page 6

Patient comments usually reflect scores achieved. The IPQ was designed to simulate the patient's chronological journey through their visit to the practice. Although the questions in the IPQ are generic, comments can pinpoint specific issues identified by the patient from any part of this journey. If there is a particular problem within the practice e.g. getting through in the morning on the telephone or the lack of chairs in the waiting room suitable for the elderly, this can be clearly picked up in the themes and frequency of comments.

In order to ensure patient anonymity, any personal identifiers are removed. In the unlikely event that we receive a written comment which might relate to serious professional misconduct (e.g. allegations of sexual assault), the comment would be referred to our Clinical Associate who would discuss the matter with you.

Improving Practice Questionnaire



OFFICE USE ONLY	Org ID
	Survey ID
	Practitioner ID

You can help this general practice improve its service

- This practice would welcome your honest feedback
- Please read and complete this survey after you have seen the
- All the information provided by patients is put together in a report for the practice. Your answers will not be identifiable. Any comments you make will be included but all attempts will be made to remove information that could identify you.
- Once completed, please return this survey to reception in the envelope provided

Please mark the box like this with a blue or black ball-point pen. If you change your mind just cross out your old response and make your new choice.

When giving your feedback, please only consider the consultation you have had today.

About the practice

	Poor	Fair	Good	Very good	Excellent
1 Your level of satisfaction with the practice's opening hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 Ease of contacting the practice on the telephone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 Satisfaction with the day and time arranged for your appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 Chances of seeing a doctor/nurse within 48 hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 Chances of seeing a doctor/nurse of <u>your</u> choice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 Opportunity of speaking to a doctor/nurse on the telephone when necessary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7 Comfort level of waiting room (e.g. chairs, magazines)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8 Length of time waiting in the practice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

About the doctor/nurse (*whom you have just seen*)

	Poor	Fair	Good	Very good	Excellent
9 My overall satisfaction with this visit to the doctor/nurse is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10 The warmth of the doctor/nurse's greeting to me was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11 On this visit I would rate the doctor/nurse's ability to really listen to me as	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12 The doctor/nurse's explanations of things to me were	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13 The extent to which I felt reassured by this doctor/nurse was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14 My confidence in this doctor/nurse's ability is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15 The opportunity the doctor/nurse gave me to express my concerns or fears was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16 The respect shown to me by this doctor/nurse was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17 The amount of time given to me for this visit was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please turn over ↶



About the doctor/nurse (continued....)

		Poor	Fair	Good	Very good	Excellent
18	This doctor/nurse's consideration of my personal situation in deciding a treatment or advising me was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19	The doctor/nurse's concern for me as a person on this visit was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20	The extent to which the doctor/nurse helped me to take care of myself was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21	The recommendation I would give to my friends about this doctor/nurse would be	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

About the staff

		Poor	Fair	Good	Very good	Excellent
22	The manner in which you were treated by the reception staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23	Respect shown for your privacy and confidentiality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24	Information provided by the practice about its service (e.g. repeat prescriptions, test results, cost of private certificates etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Finally

		Poor	Fair	Good	Very good	Excellent
25	The opportunity for making compliments or complaints to this practice about its service and quality of care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26	The information provided by this practice about how to prevent illness and stay healthy (e.g. alcohol use, health risks of smoking, diet habits etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27	The availability and administration of reminder systems for ongoing health checks is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28	The practice's respect of your right to seek a second opinion or complementary medicine was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Any comments about how this **practice** could improve its service?

Any comments about how the doctor/nurse could improve?

The following questions provide us only with general information about the range of people who have responded to this survey. No one at the practice will be able to identify your personal responses.

<p>How old are you in years?</p> <p><input type="checkbox"/> Under 25</p> <p><input type="checkbox"/> 25-59</p> <p><input type="checkbox"/> 60+</p>	<p>Are you:</p> <p><input type="checkbox"/> Female</p> <p><input type="checkbox"/> Male</p>	<p>Was this visit with your usual clinician?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p>	<p>How many years have you been attending this practice?</p> <p><input type="checkbox"/> Less than 5 years</p> <p><input type="checkbox"/> 5-10 years</p> <p><input type="checkbox"/> More than 10 years</p>
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Thank you for your time and assistance

Certificate of Completion

This is to certify that

Cedar Practice
John Scott Health Centre
Green Lanes
London
N4 2NU

Practice List Size: 6200
Surveys Completed: 177
has completed the

Improving Practice Questionnaire

Completed on 04 March 2014



Michael Greco
Director



Thank you to all patients who participated in this survey.
By letting the practice know your views, positive changes can be made for the benefit of all patients.